AMENDMENTS TO THE CLAIMS

1.   (Currently Amended)   A method for handling an exception[[s]] in a business-to-business transaction comprising ~~the steps of~~:

monitoring an internet gateway through which the business-to-business transaction passes for exceptions, wherein the exceptions comprise timer expiration exceptions <u>issued when a sending application does not receive a</u> <u>confirmation within a predetermined amount of time</u>, transaction exceptions <u>generated when content, format, security availability or other characteristics of</u> <u>the transaction are out of pre-determined boundaries</u>, and network exceptions <u>issued when a message infrastructure cannot support the message transaction</u>, wherein if an exception is detected:

<u>using an intelligent contact manager to</u> automatically ~~locating~~ <u>locate</u> an authorized representative, wherein the authorized representative is a designated person who has authority to consummate the business-to-business transaction;

<u>using a unified communication system to</u> automatically ~~notifying~~ <u>notify</u> the authorized representative of the exception;

automatically establishing a web collaboration session between representatives of the business-to-business transaction~~, wherein the web~~ ~~collaboration session comprises page sharing, follow-me, form share, text chat,~~ ~~application demonstration, application sharing and white boarding functions~~ <u>to</u> <u>resolve said exceptions</u>.

2.   (canceled)

3.   (currently amended)   The method of Claim ~~2~~ <u>1</u>, wherein the intelligent contact manager comprises the functions of pre-routing, post-routing,

customer-profile, computer telephony integration, enterprise-wide reporting, web interaction, remote agent support, voice recognition integration, and workforce management integration.

4-6   (canceled)

7.   (currently amended)   The method of Claim ~~6~~ 1, wherein the unified communication system comprises voice messaging, email messaging, and fax messaging.

8.   (currently amended)   The method of Claim ~~6~~ 1, wherein the unified communication system comprises a telephone call, a sequence of contacts, an SMS message to a called party's pager or cell phone, or incoming calls being routed through a series of telephone numbers based on peer, person, or LDAP list.

9.   (canceled)

10.   (original)   The method of Claim 1 further comprising the step of handling exceptions corresponding to demand planning.

11.   (original)   The method of Claim 10, wherein business-to-business (B2B) processing utilizes the engine to perform steps of requisitioning, purchasing, approval, ordering, receiving, distribution, payment, and measurement.

12.   (original)   The method of Claim 1 further comprising the step of handling exceptions corresponding to procurement processes.

13.   (original)   The method of Claim 1, wherein the business-to-business transaction is handled through e-mail and LDAP containing XML data.

14.   (original)   The method of Claim 1, wherein the exception is handled by e-mail.

15.   (currently amended)   An apparatus for handling exceptions in a business-to-business transaction, comprising:

an exception detector which monitors an internet gateway through which the business-to-business transaction passes for exceptions, wherein the exceptions comprise timer expiration exceptions issued when a sending application does not receive a confirmation within a predetermined amount of time, transaction exceptions generated when content, format, security availability or other characteristics of the transaction are out of pre-determined boundaries, and network exceptions issued when a message infrastructure cannot support the message transaction;

an intelligent contact manager coupled to the exception detector to automatically locate an authorized representative, wherein the authorized representative is a designated person who has authority to consummate the business-to-business transaction;

a unified communication system coupled to the intelligent contact manager which automatically notifies the authorized representative of the exception;

a collaboration system coupled to the unified communication system which automatically establishes a web collaboration session between representatives of the business-to-business transaction, wherein the web collaboration comprises page sharing, follow-me, form share, text chat, application demonstration, application sharing, and white boarding functions.

16.   (original)   The apparatus of Claim 15, wherein the intelligent contact manager comprises the functions of pre-routing, post-routing, customer-profile, computer telephony integration, enterprise-wide reporting, web interaction, remote agent support, voice recognition integration, and workforce management integration.

17.   (canceled)

18.   (canceled)

19.   (original)   The apparatus of Claim 15, wherein the unified communication system comprises voice messaging, email messaging, and fax messaging.

20.   (original)   The apparatus of Claim 19, wherein the unified communication system comprises a telephone call, a sequence of contacts, an SMS message to a called party's pager or cell phone, or incoming calls being routed through a series of telephone numbers based on availability and schedules.

21.   (canceled)

22. (previously presented)   The apparatus of Claim 15 wherein the apparatus handles exceptions corresponding to demand planning.

23. (original)   The apparatus of Claim 22, wherein the business-to-business procurement includes business-to-business requisitioning, purchasing, approval, ordering, forecasting, receiving, distribution, payment, and measurement.

24. (previously presented)   The apparatus of Claim 23 wherein the apparatus handles exceptions corresponding to procurement processes.

25. (currently amended)   A computer-readable medium having stored thereon instructions for handling exceptions in a business-to-business transaction, comprising the steps of:

monitoring an internet gateway through which the business-to-business transaction passes for exceptions, wherein the exceptions comprise timer expiration exceptions <u>issued when a sending application does not receive a confirmation within a predetermined amount of time</u>, transaction exceptions <u>generated when content, format, security availability or other characteristics of the transaction are out of pre-determined boundaries</u>, and network exceptions <u>issued when a message infrastructure cannot support the message transaction</u>, wherein if an exception is detected:

<u>using an intelligent contact manager to</u> automatically ~~locating~~ <u>locate</u> an authorized representative, wherein the authorized representative is a designated person who has authority to consummate the business-to-business transaction;

using a unified communication system to automatically ~~notifying~~ notify the authorized representative of the exception;

automatically establishing a web collaboration session between representatives of the business-to-business transaction, wherein the web collaboration comprises page sharing, follow-me, form share, text chat, application demonstration, application sharing, and white boarding functions.

26.   (canceled)

27.   (original)   The computer-readable medium of Claim 25, wherein the business-to-business transaction is handled through e-mail and LDAP containing XML data.

28.   (original)   The computer-readable medium of Claim 25, wherein the exception is handled by e-mail.

29.   (currently amended)   A computer system for handling exceptions, wherein the exceptions comprise timer expiration exceptions issued when a sending application does not receive a confirmation within a predetermined amount of time, transaction exceptions generated when content, format, security availability or other characteristics of the transaction are out of pre-determined boundaries, and network exceptions issued when a message infrastructure cannot support the message transaction in a business-to-business transaction, comprising:

means for monitoring an internet gateway through which the business-to-business transaction passes for ~~timer expiration exceptions, transaction~~

~~exceptions, and network exceptions~~ the exceptions, wherein if an exception is detected:

means for <u>using an intelligent contact manager to</u> automatically ~~locating~~ <u>locate</u> an authorized representative, wherein the authorized representative is a designated person who has authority to consummate the business-to-business transaction;

means for <u>using a unified communication system to</u> automatically ~~notifying~~ <u>notify</u> the authorized representative of the exception;

means for automatically establishing a web collaboration session between representatives of the business-to-business transaction, wherein the web collaboration comprises page sharing, follow-me, form share, text chat, application demonstration, application sharing, and white boarding functions.

30.   (canceled)

31. (original) The computer system of Claim 29 further comprising means for handling the business-to-business transaction through e-mail and LDAP containing XML data.

32.   (original)   The computer system of Claim 29 further comprising means for handling the exception by e-mail.

33-35 (canceled)